

POSITION DESCRIPTION: Benefactor Support Officer

REPORTING TO: Benefactor Support Manager

THE ORGANISATION

Aid to the Church in Need (ACN) is a Pontifical Foundation dedicated to the persecuted and suffering Church. Founded in 1947 as a Catholic aid organisation for war refugees, ACN is the only international Catholic organisation today that focuses on the pastoral and spiritual support of suffering Christians. Through the offerings of over 350,000 benefactors worldwide, ACN supports over 5000 projects across 140 countries each year. ACN Australia began in 1965 and is one of 23 national offices which seeks to raise awareness and financial support for this work. This role is based in Penrith NSW at the national office of ACN Australia.

ROLE AND RESPONSIBILITIES

This is a part-time position (possible option for full-time) working within the Benefactor Support Team, processing a high volume of donations end-to-end (i.e., from the receipt of donations to the sending of acknowledgment letters). Responsibilities include:

- Receiving and processing a high volume of donations daily via mail and online channels.
- Ensuring donations are accurately processed and entered into the *Raiser's Edge* CRM database.
- Handling correspondence from benefactors and accurately updating their records accordingly.
- Preparing donations for banking.
- Preparing and posting acknowledgement letters and any goods that have been ordered.
- Answering inbound calls to take donations and build rapport with benefactors and supporters.
- Responding to benefactor questions and requests via email or post.
- Associated administrative tasks.

The role requires a strong data entry and service focus that is consistent and of high quality. The applicant should be able to engage with tasks creatively and be able to develop efficiencies as possible. The role will actively engage current and potential benefactors. The candidate will be able to effectively communicate the mission and vision of ACN and they will be motivated to provide a positive, respectful, and timely experience for all benefactors.

REQUIREMENTS

- Experience in data entry work and/or familiarity with databases or CRM's will be considered an advantage
- Engagement in the life of the Church with the ability to articulate the key principles and teachings of the Catholic faith.
- Familiarity with, and appreciation of, the mission and vision of *Aid to the Church in Need* and a willingness to deliver upon its goals.

- A confident working knowledge of the Microsoft suite, as well as strong general computer and internet usage.
- An analytical and problem-solving approach with strong written and oral communications skills.
- The ability to multitask while not compromising attention to detail.
- Personal organisational and time management skills, and the ability to work with minimal supervision
- Self-motivated, punctual, reliable, and able to maintain confidentiality
- A genuine care for and interest in people of all ages with a positive attitude to work
- A genuine interest in working for a Catholic not-for-profit organisation

HOW TO APPLY

If you want to help us support suffering and persecuted Christians, and you believe you have what we are looking for, please send in an application. Your application must include,

- (1) Cover letter
- (2) Resume
- (3) Letters of recommendation (1-2)
- (4) Reference list (2-3)

The cover letter should outline why you want to be involved with the work of *Aid to the Church in Need* and how you fit the stated requirements. Please indicate if you are seeking part-time or full-time employment. Applications will be broadly assessed on two criteria: First, professional experience and/or demonstrated ability to undertake the tasks. Second, genuine commitment to the pastoral and spiritual mission of *Aid to the Church in Need* and the Catholic faith. Remuneration is commensurate with experience.

Note: Aid to the Church in Need is currently seeking to fill two part-time positions. The other position is *Coordinator, Friends of the Suffering Souls Association (FOSS)*. Find the position description at www.aidtochurch.org/work-with-us. There is some similarity in the roles, but the FOSS role is more independent, requires a more substantial understanding of faith and devotional practices, and is more heavily involved in data work. If after reviewing the FOSS position description you believe you have the skill set for both roles (to make up a full-time role), please indicate that in your cover letter.

Applications should be addressed and sent to:

Mr Bernard Toutounji
National Director
Aid to the Church in Need Australia
director@aidtochurch.org

Applications close 3 April 2022